

## Office of Medical Management

The ADHS/DBHS Medical/Utilization Management (MM/UM) Program is designed to ensure systemic, appropriate utilization of services to achieve desired outcomes by establishing utilization management requirements, monitoring utilization data, and promoting the use of nationally recognized best practices through clinical practice guidelines and approved use of new technologies. All ADHS/DBHS MM/UM Program requirements are either directly reflected in the contracts with ADHS/DBHS Contractors, or are in policies and documents that are incorporated into the contracts by reference. ADHS/DBHS Contractors must implement and adhere to the ADHS/DBHS' requirements and must describe these practice in the Contractors' annual MM/UM Plans. Oversight of T/RBHAs' adherence to these practices is accomplished through the review of Contractor submissions of utilization data, grievance system data, MM/UM data validation exercises, and the Annual Administrative Review process.

To support the ADHS/DBHS vision, the goals of the MM/UM Program are to:

- Ensure timely and accurate submission of utilization data
- Monitor over and underutilization data
- Provide oversight of RBHA's authorization for services
- Provide training and technical assistance for TRBHAs' service authorization processes
- Provided oversight of RBHAs concurrent and retrospective reviews
- Ensure consistency in authorizations through Inter-rater Reliability (IRR) testing
- Ensure Notice of Action (NOA) requirements are adhered to
- Ensure that practice guidelines remain applicable, represent the best practice standards, and reflect current medical standards
- Ensure new technologies and new uses of existing technologies are reviewed, discussed, and adopted, as appropriate
- Ensure care management and care coordination activities are clinically appropriate in meeting members needs
- Coordinate the Pre-Admission Screening and Resident Reviews (PASRR) for individuals in need of placement in skilled nursing facilities
- Provide oversight of Crisis Response Network in their contracted role to provide Serious Mental Illness determinations in Maricopa County